

**JOB TITLE:** Guest Services Managers

**Department:** Admissions

**Division:** Sales and Marketing

**Wage Category:** Seasonal

**Salary:** \$17.50/hr.

**Availability:** Monday to Sunday, all operational hours

**Position:** Seasonal Contract



### **JOB PURPOSE**

Responsible for providing exceptional customer service to both in park and telephone inquiries.

### **KEY DUTIES AND RESPONSIBILITIES:**

- Staff Guest Services areas. Answer phone calls and emails from guests about park policies.
- Resolve guest service issues using provided tools.
- Provide information on park amenities, policies, and other required information to guests both in park and on the phone.
- Create reports and ensure that service issues are forwarded to the appropriate department managers.
- Sells items, processes season passes, and admits Guests as outlined in the Standard Operating Procedures
- Monitor trends and inform department managers of possible service trends.
- Manage Cabana check in process for arriving guests.
- Ensures quick purchasing process for Guests.
- While cashiering, responsible for the cash bag throughout your entire shift.
- Provides Guests with safe, clean, and entertaining atmosphere.
- Assists Guests as needed with questions and concerns.
- Other duties as assigned.

### **QUALIFICATIONS AND REQUIREMENTS:**

- Candidates must be at least 21 years old.
- Must possess exceptional oral and written communication skills, and have the ability to communicate with Guests and fellow Team Members effectively.
- Prior experience in a customer service or call center is required.
- Will be exposed to cleaning supplies, chemicals, bodily fluids, water, dirt, and dust.
- Required to work in various weather conditions.
- Available to work flexible hours including weekends and holidays.
- Attention to detail.
- Familiar with Microsoft Office applications (Word, Excel, Outlook) and the ability to use them effectively

Covid 19: Wet 'n' Wild follows Ontario's Health and Safety regulations and protocols

## **WORK ENVIRONMENT:**

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. This position requires occasional work in or around wetness, confined spaces-cramped quarters, heights, noise, detergents/chemicals, mechanical hazards, moving objects, fumes/odors, dust, mists, gases, or vibrations. The noise level is generally moderate.

## **OTHER FUNCTIONS:**

All other duties that is assigned or necessary in order to support the Operations Department and the park as a whole. While this job description is intended to be an accurate reflection of the requirements of the job, management reserves the right to add or remove duties when circumstances (e.g., emergencies, changes in workload, rush jobs, staff levels, or technical developments) arise.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit and/stand/and walk for long periods of time throughout the day
- Requires occasional lifts and carries up to 60 pounds
- Requires occasional carries up to 100 pounds with the assistance of a two-wheel hand truck
- Requires manual and bi-manual dexterity, fine and gross motor skills, hand/eye coordination, near vision, hearing, and speech
- Work environment: While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. This position requires occasional work in or around wetness, confined spaces-cramped quarters, heights, noise, detergents/chemicals, mechanical hazards, moving objects, fumes/odors, dust, mists, gases, or vibrations. The noise level is generally moderate.

## **EQUAL OPPORTUNITY EMPLOYER**

*Wet'n'Wild Toronto is an equal opportunity employer committed to providing accommodations for applicants upon request at any stage of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.*

*At Wet'n'Wild Toronto we appreciate all responses, however, only those qualified will be selected for an interview at this time.*

**WET'N'WILD TORONTO IS A DRUG FREE WORKPLACE**